The North Simcoe Muskoka Local Health Integration Network (LHIN) is one of 14 local organizations in Ontario that plan, coordinate and fund local health services and deliver high quality home and community care to patients and families. The North Simcoe Muskoka LHIN is committed to health improvement, innovation, and the establishment of collaborative partnerships to improve population health, patient experience and value for money across the health care system.

LHIN staff incorporate the best aspects of teamwork and continuous learning as they work with the local community to ensure the best health outcomes for everyone. If you have a passion for excellence and an entrepreneurial spirit, this is your opportunity to make a difference as part of a dynamic team transforming the Ontario healthcare system.

Help Desk Analyst

Position Summary

This position is responsible for the support and maintenance of information technology (IT) systems, both hardware and software, and will participate in the successful delivery of IT solutions to meet business needs.

You will apply technical skills and knowledge to ensure that IT systems are available to meet the demands of the organization by applying the principles and skills of incident and problem management and resolution, change management, configuration management, performance management, emergency response and communication. This role will provide first-level technical support to internal and external customers, as well as assistance to all members of the IT team.

Your qualifications include

- Post-secondary diploma education in information technology.
- Certification in relevant IT service Management courses such as IT Infrastructure Library.
- Advanced training and proficiency of MS Office applications.
- Two (2) years' experience in a technical support role.
- Ability to participate in on-call rotation and provide support and assistance via telephone during evenings and weekends.
- Ability to travel within the region on a regular basis.

To apply for this position, state "HELP DESK ANALYST" in the subject line of your email and send with your resumé to nsm.careers@lhins.on.ca .

The LHIN is governed by the requirements of the *French Language Services Act* and therefore encourages applications from French-speaking candidates.

The LHIN is committed to accommodating people with disabilities as part of our hiring process. If you have any special requirements during the recruitment process, please advise Human Resources.

We thank all applicants who take the time to apply; however, only those invited for an interview will be contacted.

As part of the mandatory screen process the LHIN requires professional references, verification of academic training, professional accreditation, plus a current criminal records check.